

NR 97-12-G

For Immediate Release
September 26, 2012**Contact: Jaime Garza**
916-327-8988**BOE Reminds Customers to Dial “1” When Calling For Toll-Free Assistance**

Sacramento – Californians with questions about the state’s fire prevention fee billings should contact CAL FIRE at 1-888-310-6447, according to the California State Board of Equalization (BOE).

Property owners in Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, and Lassen Counties may have received documents displaying the telephone number where the “1” was omitted before the toll-free telephone number. Bills sent after September 18, 2012, include the “1.”

BOE is concerned that some recipients that had received the earlier notices and billings may not be dialing the “1” before “888” number. As a result, we are reaching out to the public with the corrected telephone number to insure that callers are able to reach CAL FIRE to get their fee-related questions answered.

BOE would also like to remind feepayers with an inability to pay their fire fee billing in full that they can call BOE toll-free at 1-800-400-7115, and select option “4,” to be connected to a representative in the special taxes and fees section who can help them arrange a payment plan suitable to each feepayer’s financial situation. Even feepayers who have petitioned their billing with CAL FIRE may wish to contact BOE to discuss a payment plan. If CAL FIRE determines that the fire fees are not owed, BOE will refund to the feepayer any payments that have been made on their account.

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The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects more than \$53.7 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes. For more information on other taxes and fees in California, visit www.taxes.ca.gov.

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